



WASHINGTON STATE PATROL

QUARTERLY REPORT FOR AGENCY BUREAUS

JANUARY – MARCH 2006



**Forensic Laboratory
Services Bureau**



**Fire Protection
Bureau**



**Technical Services
Bureau**



**Field Operations
Bureau**



**Management Services
Bureau**



**Investigative Services
Bureau**

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Message from the Chief

I am very pleased to present you with the Washington State Patrol's Quarterly Report for the first quarter of 2006. This report features some of the accomplishments of each of our six agency bureaus: *Management Services, Technical Services, Field Operations, Forensic Laboratory Services, Fire Protection, and Investigative Services.*

During the first quarter, the WSP launched tasers as a new tool for troopers throughout the state. In an eight-hour course (five hours of classroom work and three hours of practical work), 118 troopers were trained. This technology holds the benefit of reducing injury to both officers and suspects by providing a less lethal force option to overcome those individuals who are non-compliant, combative, dangerous, or high-risk to law enforcement officers, innocent citizens, or themselves.

The AMBER Alert program celebrated its ten-year anniversary, and the partnership of the WSP, the Washington State Department of Information Services, the state's Emergency Management Division, the Washington State Department of Transportation, the Washington State Association of Broadcasters, the Washington Association of Sheriffs and Police Chiefs, and E2C (Engaging & Empowering Citizenship)/Earth 911 created a strategic partnership to develop a way that we can safely recover abducted children with the AMBER Alert Web portal which was launched in 2004. Since July 2004 we have had 7 alerts within Washington State, and all resulted in the safe recovery of the children.

The WSP also unveiled a new tool to assist in finding missing children. With the assistance of the Washington Trucking Association and Budget Auto Wrecking, four posters featuring missing children in our area were put on the sides of semi trucks. In 2006 through March, the Missing Children Clearinghouse has located 42 children, but there are still 245 open cases and these posters will assist us in locating these children so that they can return safely to their families.

I could not be prouder of the hard work of all WSP employees who dedicate themselves to public safety. I invite you to read about the achievements of all of our bureaus in this report, and I encourage you to direct your comments and questions to me at questions@wsp.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "John R. Batiste".

CHIEF JOHN R. BATISTE

On the cover:

Forensic Laboratory Services Bureau: Ann Marie Gordon, laboratory manager of the WSP Toxicology Laboratory, Seattle;
Field Operations Bureau: Commercial Vehicle Officer 1 Margaret E. Wolfe, Tacoma; **Technical Services Bureau:** Communications Officer Katie J. Peretti, Tacoma; **Investigative Services Bureau:** Trooper Craig B. Anders, Capitol Detachment, Olympia; **Fire Protection Bureau:** Deputy State Fire Marshal Michael L. Sturgeon, Tacoma; **Management Services Bureau:** Robert L. Hamilton, Property Management Division, Olympia.

TABLE OF CONTENTS

Fire Protection Bureau.....	1
Investigative Services Bureau	3
Field Operations Bureau.....	8
Management Services Bureau.....	11
Forensic Laboratory Services Bureau.....	13
Technical Services Bureau	15



The ***Office of the State Fire Marshal, Fire Protection Bureau (FPB)***, provides services

to fire districts, government agencies, members of the media, and the general public. These services include fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high-risk occupancies housing elderly and vulnerable populations. In addition, the bureau regulates the

fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.

Michael G. Matlick
Acting State Fire Marshal
Fire Protection

Program Description

WASTE ISOLATION PILOT PLANT (WIPP): The WIPP shipping campaign is managed by the Department of Energy to provide removal of waste from the Hanford site. The waste, which is called transuranic waste (or TRU waste), generally consists of protective clothing, tools, glassware, equipment, soils, and sludge contaminated with manmade radioisotopes heavier than uranium. These elements include plutonium, neptunium, americium, curium, and californium.

Transuranic waste is produced during nuclear fuel assembly, during nuclear weapons research, production, and cleanup. At Hanford, much of this waste was placed into metal drums and buried.

Qualitative or Quantitative Measurement

During the first quarter of 2006, the Mobilization Section:

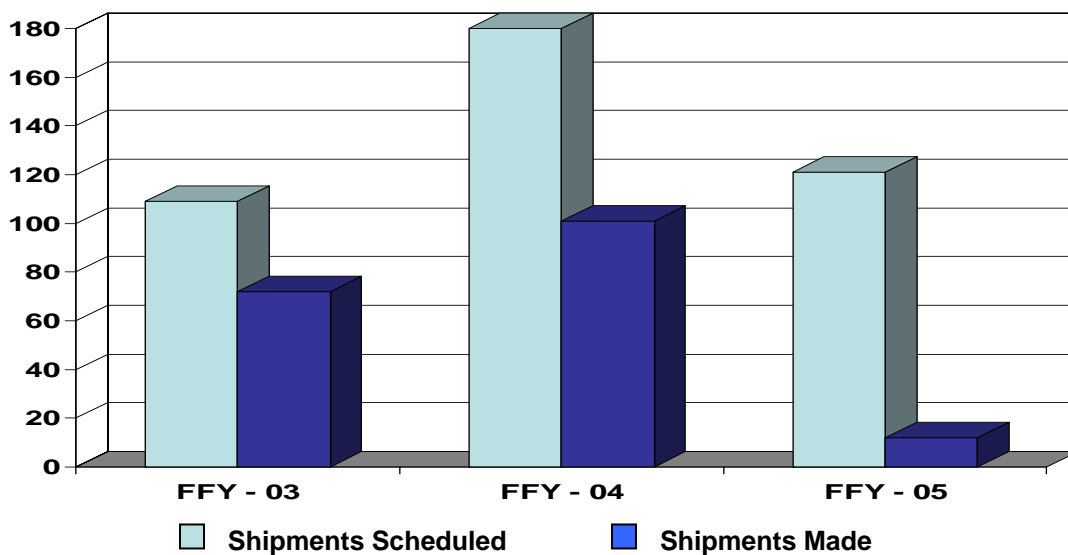
Participated in:

- Western Governor's Association WIPP Technical Advisory Group
- Western Interstate Energy Board High Level Waste Advisory
- Department of Energy Technical Advisory Committee

Provided:

- Commercial Vehicle Division inspectors qualified in Commercial Vehicle Safety Alliance Level 6 Inspections.
- Public outreach to local elected officials (tour of WIPP).

- Communications personnel to monitor TRANSCOM (satellite tracking of shipments).
- Notifications to first responders and local elected officials of the shipping schedule.
- Modular Emergency Radiological Response Transportation Training (MERRTT) training to first responders.



Significant Accomplishments

The WIPP shipping campaign provides training to first responders along the WIPP route. Additionally, it provides funding for public outreach, specifically for local elected officials or first responders along the shipping route.

In March, the Mobilization Section led a delegation of 22 people from Washington to the WIPP facility in Carlsbad, New Mexico. The purpose of the trip was to provide an overview of the transportation and final emplacement of the Hanford transuranic waste at the WIPP facility. This included review of those measures in place to ensure safe transport of the waste and the permanent disposal of that waste. Unlike Hanford, where the waste is buried a few feet from the surface, the TRU waste is buried almost a mile underground in a geologic salt formation at WIPP. Those who attended the tour found it beneficial and provided a better understanding of the entire process.





The ***Investigative Services Bureau (ISB)***

consists of five divisions that provide various public safety services, including the investigation of computer crimes; missing children; narcotics; dismantling of clandestine labs; performing high-risk warrant service; gathering of criminal intelligence; aviation; executive protection; ferry security; identity and auto theft; campus security; fatality and criminal investigations; and vehicle identification inspections. It also provides oversight responsibility for the agency's complaint and disciplinary procedures, including conducting major administrative investigations regarding serious allegations of employee misconduct.

David J. Karnitz
Assistant Chief
Investigative Services

Program Description

Part of the Special Operations Division, the Aviation Section provides statewide aerial traffic enforcement, traffic congestion management in the greater Puget Sound metropolitan area (Metro), homeland security support, and other aerial law enforcement services in support of the Patrol's public safety mission. The section also provides air transportation for the Governor and other state personnel in a safe, reliable, and efficient manner.

In 2005, the Patrol received federal funding to purchase and install stabilized aerial imaging cameras, commonly called Forward Looking Infrared (or FLIR), and digital microwave downlink. WSP aircraft maintenance technicians completed the FLIR installation in January 2006, and two fully operational FLIR aircraft began contributing to the Patrol's public safety mission in the first quarter of 2006.

FLIR aircraft support a variety of public safety missions and are deployed nearly daily on "Multi-Purpose Flights." These flights include traffic congestion management (Metro), Vessel and Terminal Security (VATS) (in partnership with VATS—for the Washington State Ferries [WSF] fleet and terminals), and other homeland-security-related flights. While conducting "Multi-Purpose Flights," the Patrol's FLIR aircraft are readily available to respond to vehicle pursuits, LoJack tracking of stolen vehicles, counter-drug missions, aggressive driver apprehension, and other public safety missions.

The Patrol's Cessna 206 FLIR aircraft, with its zoom cameras, thermal imagers, digital recorders, microwave downlink, and Mobile Computer Network (MCN) capabilities are proving to be an effective tool to reduce collisions (aerial pursuit management) and reduce traffic congestion (improve identification of blocking incidents on state highways). We know the FLIR aircraft will also enhance the agency's ability to respond to hazardous material

incidents on state highways, reduce vulnerability to terrorism, and enhance emergency response and recovery from natural disasters. Since terrorists could potentially destroy highway infrastructure (including WSF terminals/boats), the prevention and later mitigation of a terrorist attack is directly linked back to traffic safety and the efficient flow of traffic in Washington State.

Qualitative or Quantitative Measurement

TRAFFIC CONGESTION MANAGEMENT (METRO): The Patrol's new FLIR aircraft have had an immediate impact on the traffic congestion program. Metro pilots responded to 247% more blocking incidents and collisions in the first quarter of 2006 compared to same period in 2005. More responses resulted in a 225% increase in hours of traffic backups saved and a 237% rise in miles of traffic backups saved. These increases have resulted in \$398,660 of traffic-congestion-related savings to the motoring public in just the first three months of 2006.

Multi-Purpose Mission: Metro	2006 1st Quarter	2005 1st Quarter	Change	Change (%)	CY 2005	CY 2004
Metro: Responses	236	68	+168	+247%	165	787
Metro: Hours of Traffic Backup Saved	20.8	6.4	+14.4	+225%	7.7	46.0
Metro: Miles of Traffic Backup Saved	212.6	63.0	+149.6	+237%	76.6	485.0
Traffic-Congestion- Related Savings	\$398,660	\$115,297	\$283,363	+246%	\$176,143	\$924,234

VESSEL AND TERMINAL SECURITY (VATS): In January 2006, the Aviation Section began using the FLIR technology during the Vessel and Terminal (VATS) security flights. FLIR provides better detection, recognition, identification, and tracking of suspicious activity near ferry boats and WSF terminals than what was previously used—the pilot's naked eye.

The improved detection and recognition capability provided by FLIR has increased the effectiveness and efficiency of VATS checks. The increased efficiency allowed the Aviation Section to shift limited staffing resources to the Metro mission, resulting in slightly fewer VATS flight hours in the first quarter of 2006 compared to the same period in 2005, but increased the total ferry and terminal checks by 11%.

Multi-Purpose Mission: VATS Security	2006 1st Quarter	2005 1st Quarter	Change	Change (%)	CY 2005	CY 2004
VATS Flight Hours	80.0	93.3	-13.3	-14%	257.9	236.8
VATS Ferry and Terminal Checks	1,068	959	+109	+11%	2,945	1,649

HOMELAND SECURITY/U.S. NAVY: In exchange for nearly \$1 million in federal funding to purchase FLIR equipment, the WSP agreed to conduct a limited number of aerial security flights in support of Navy Region Northwest (NRNW). In most cases, security flights for NRNW are conducted in conjunction with scheduled WSP traffic enforcement, traffic congestion, and VATS/ferry security missions.

Most flights for NRNW involve aerial security during nuclear submarine movements through inland Washington waterways, including movements in the vicinity of the Hood Canal Bridge. In the first quarter of 2006, the WSP conducted three submarine security missions, for a total of 12 flight hours.

Multi-Purpose Mission: Homeland Security	2006 1st Quarter	2005 1st Quarter	Change	Change (%)	CY 2005	CY 2004
Navy Flight Hours	12.0	N/A	+12.0	N/A	7.6	N/A
Navy Missions	3	N/A	+3	N/A	2	N/A

OTHER FLIR AIRCRAFT MISSIONS: While on “Multi-Purpose Flights,” the Patrol’s FLIR aircraft are available to respond to a variety of other traffic and public safety missions. In addition, FLIR aircraft are deployed on planned counter-drug missions and SWAT high-risk arrest warrants.

The Patrol’s FLIR aircraft are equipped with LoJack stolen vehicle trackers. Typically, the aircraft can track stolen vehicles from a greater distance than patrol cars equipped with LoJack units. The aircraft can also track stolen vehicles that have been moved to areas in Western Washington not covered by LoJack-equipped patrol cars. During the first quarter of 2006, FLIR aircraft recovered two stolen vehicles. In 2005, WSP aircraft tracked and assisted in the recovery of 27 stolen vehicles.

The Aviation Section experienced a significant rise in requests to support counter-drug operations in the first three months of 2006. The Patrol’s FLIR aircraft have proved an effective and discreet means of tracking drug suspects, video-taping their illegal activity, and down-linking narcotic officers “real-time” video from the aircraft to portable receivers. The use of WSP aircraft to support counter-drug missions was up 50% in the first quarter of 2006 compared to the same period last year.

Other FLIR Aircraft Missions	2006 1st Quarter	2005 1st Quarter	Change	Change (%)	CY 2005	CY 2004
Counter-Drug: # of Missions	6	4	+2	+50%	38	23
Stolen Vehicle Recoveries (LoJack)	2	2	N/A	N/A	27	5
Aggressive Driving Arrests	266	387	-121	-31%	1,977	1,785

Significant Accomplishments

Significant accomplishments during the first quarter of 2006 include:

- **DISASTER PREPAREDNESS EXERCISE: STRATEGIC NATIONAL STOCKPILE (SNS):** On February 5, 2006, WSP FLIR aircraft assisted with a multi-agency disaster preparedness exercise called the Strategic National Stockpile Exercise (SNS). SNS involved the distribution of pharmaceutical and medical supplies during a terrorist attack or natural disaster. The Patrol's FLIR aircraft provided aerial security during the transfer and movement of the medical supplies. Aerial "real-time" video was down-linked from the aircraft to a command post, improving command and control. On several occasions, the command post lost communication with the troopers escorting the medical supply convoys. The FLIR aircraft—acting as an airborne communications center—relayed radio traffic from the command post to ground units.
- **SWAT HIGH RISK ARREST/SEARCH WARRANT:** On February 14, 2006, WSP FLIR aircraft provided air support to a multi-agency task force during a criminal search and arrest warrant operation on an outlaw motorcycle gang in the Spokane area. The FLIR aircraft provided critical pre-raid surveillance information and security during the raid. Utilizing FLIR, the pilots were instrumental in locating a second motorcycle gang's stronghold in a remote area north of Spokane. Detectives credited the FLIR aircraft with locating and leading them to the second warrant site. The operation netted several stolen motorcycles, disrupted an organized crime network, and resulted in numerous felony arrests.
- **AERIAL COUNTER-DRUG SURVEILLANCE:** In the first quarter of 2006, WSP FLIR aircraft provided aerial surveillance for six counter-drug operations, including a mission on March 8, 2006, supporting the WSP Drug Control Assistance Unit (DCAU) and the Pierce County Special Investigation Unit (PCSIU). The FLIR aircraft tracked a suspect who purchased \$100,000 in pseudo-ephedrine and, during a follow-up mission, provided surveillance of the suspect's vehicle during illegal drug transactions. The FLIR aircraft tracked and video-taped the illegal drug activity and provided evidence that resulted in 13 arrests and seizure of 5½ pounds of methamphetamine, 2 vehicles, \$125,000 in currency, and 9 illegal firearms. The WSP DCAU supervisor credited the Aviation Section's FLIR aircraft with the successful outcome of this investigation.
- **ANTI-TERRORIST JOINT PROTECTION PROGRAM AWARD:** On March 15, 2006, the WSP and Navy Region Northwest (NRNW) FLIR program was nominated for the Department of Defense (DoD) Anti-Terrorist Joint Protection Program Award.

Officials at the Pentagon are tracking this unique partnership between the WSP and NRNW and have considered expanding the program of utilizing existing law enforcement aircraft, equipped with federally purchased FLIR equipment, to other areas of the country.

The WSP and NRNW were nominated for this prestigious award under the “Most Outstanding Anti-Terrorism Innovation or Action” category. If selected, the WSP will be the first state agency to receive this award and will be recognized later this year during DoD’s worldwide anti-terrorism conference.

Summary

In the first quarter of 2006, the Aviation Section made great strides toward its goal of enhancing aerial traffic congestion management, aerial homeland security, and aerial surveillance capabilities with new technology while maintaining a strong aerial traffic law enforcement capability. The Aviation Section is posed to meet future mission requirements with well-trained pilots and aircraft maintenance technicians, and with the use of public safety technology such as FLIR, microwave downlink, and aerial MCN digital communications.



The ***Field Operations Bureau (FOB)*** is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 17,524 miles of state and interstate highways. The bureau is comprised of eight districts and the Commercial Vehicle Division (CVD). For this period, there were approximately 651 traffic officers assigned to both FOB and CVD.

Brian A. Ursino
Assistant Chief
Field Operations

Program Description

Effective July 1, 2005, the Field Operations Bureau implemented a re-defined “Core Mission” that focuses on four elements: ***Traffic Law Enforcement, Criminal Interdiction and Terrorism Prevention, Collision Investigation, and Roadside Assistance.*** In the six months since the announcement of the refined core mission, FOB has dedicated its resources to those areas.

By bringing focus to looking beyond the traffic stop, we have a greater impact on addressing some of the crimes that have the most adverse impact on our quality of life. District commanders have more flexibility, under Traffic Law Enforcement, to tailor their enforcement and education concepts to the needs of the communities they serve. Washington State is in the top ten nationally in auto theft, identity theft, and methamphetamine. Moreover, we must also focus on indicators of terrorism activities if we are to prevent Washington from being victimized as other areas of the United States and other parts of the world have been.

Qualitative or Quantitative Measurement

During the first quarter of 2006, the Washington State Patrol converted its data systems. The conversion date was March 15, 2006, which resulted in a temporary loss of the March 16 through March 31, 2006 data. The table below reflects the results of our efforts in the first quarter of 2006, through March 15, 2006, compared to the full first quarter of 2005:

	1st Quarter 2006	1st Quarter 2005	Difference	Percent Change
Field Force FTEs¹	594	660	-66	-10%
DUI²	4,020	5,114	-1,094	-21%
Aggressive Driving²	11,478	13,951	-2,473	-18%
Speed Arrests²	52,118	56,967	-4,849	-9%
Speed Contacts²	89,397	129,623	-40,226	-31%

	1st Quarter 2006	1st Quarter 2005	Difference	Percent Change
Occupant Protection (Arrests) ²	10,397	19,519	-9,112	-46%
Occupant Protection (Contacts) ²	12,532	25,323	-12,791	-50%
Total Violator Contacts²	214,312	345,110	-130,798	-38%
Contacts per FTE²	360	523	-163	31%

The desired outcome of our enforcement efforts is to improve public safety. Seat belt compliance in Washington remains at 95% statewide, while seat belt compliance is 97% or higher on roadways patrolled by the WSP.

The total collisions in the first quarter of 2006 compared to the first quarter of 2005 appear to have decreased slightly. The data for fatal collisions was not affected by the above-mentioned change in WSP systems. Fatal collisions investigated by field force decreased by 21% on all roads.

	1st Quarter 2006	1st Quarter 2005	Difference	Percent Change
Total Reportable Collisions²	6,842	7,563	-721	-10%
Fatal Collisions¹	52	66	-14	-21%
Injury Collisions²	1,814	2,289	-475	-20%
Property Damage²	4,794	5,208	-414	-8%

Commercial Vehicle Division	1st Quarter 2006	1st Quarter 2005	Difference	Percent Change
Inspections¹	29,815	34,793	-4,978	-14%
Vehicles Out of Service¹	4,076	3,891	185	5%
Drivers Out of Service¹	2,517	2,337	180	7%

Significant Accomplishments

FOB is actively involved in many areas designed to protect the citizens who travel throughout Washington State. Here are some of our first quarter 2006 significant accomplishments:

- A major consideration in traffic law enforcement is aggressive driving. The WSP previously implemented the ***Aggressive Driver Apprehension Team (ADAT)*** program to combat Washington's road rage and aggressive driving problem. To further educate the public and pursue problem areas, the WSP now provides a link on the WSP Web site for citizens to report specific complaints regarding drivers as well as problem areas where resources should be diverted to address aggressive driving complaints.
- Narcotics continue to be linked to many crimes in our modern society. The WSP utilizes teams called ***Serious Highway Crime Action Teams***, or SHCAT. The teams continue to be highly successful in apprehending DUIs and aggressive drivers and in detecting non-driving crimes such as narcotics trafficking and weapons violations. For the first quarter of 2006, SHCAT contacted 5,535 motorists, including 62 DUIs; 2,056 speed contacts; 346 seat belt contacts; and 427 misdemeanor and felony drug arrests.¹

**Taking a longer view:
Agency 36-month rolling comparison
(April 2000 – March 2003 vs. April 2003 – March 15, 2006)²**

- **Outputs or Efficiencies**
 - DUI arrests are up 31% (19,856)
 - Speeding citations are up 21% (183,954)
 - Seat belt citations are up 35% (59,853)
 - Seat belt compliance rate 95% (97% or higher on interstates and state routes)
 - Aggressive driving citations are up 166% (114,279)
 - Felony and misdemeanor drug arrests are up 31% (8,384)
 - Commercial vehicle total contacts are up 1776% (10,935)
 - Total traffic stops are up 11% (446,186)
- **Outcomes or Effectiveness**
 - Total collisions are up 2% (2,188)
 - Total fatal collisions are down 11% (-127)
 - Total interstate fatalities are down 14% (-41)
 - Total state route fatalities are down 10% (-53)
 - Total injury collisions are down 6% (-2,497)
 - Total interstate injury collisions are down 10% (-1,338)
 - Total state route injury collisions are down 5% (-938)

¹Data is not affected by the unavailability of the last two weeks of the first quarter 2006 data.

²Data is affected by the unavailability of the last two weeks of the first quarter 2006 data.



The ***Management Services Bureau (MSB)*** is

responsible for management of all agency financial activities; preparation, justification, and monitoring of the department's operating and capital budgets; human resource services to WSP employees, the agency, and the public; internal audit and inspection; property and evidence management; public disclosure; development of the agency strategic plan, research studies, and performance measures; and operation of the WSP Training Academy, a world class training facility for law enforcement officers and others.

Diane C. Perry, CPA
Bureau Director
Management Services

Program Description

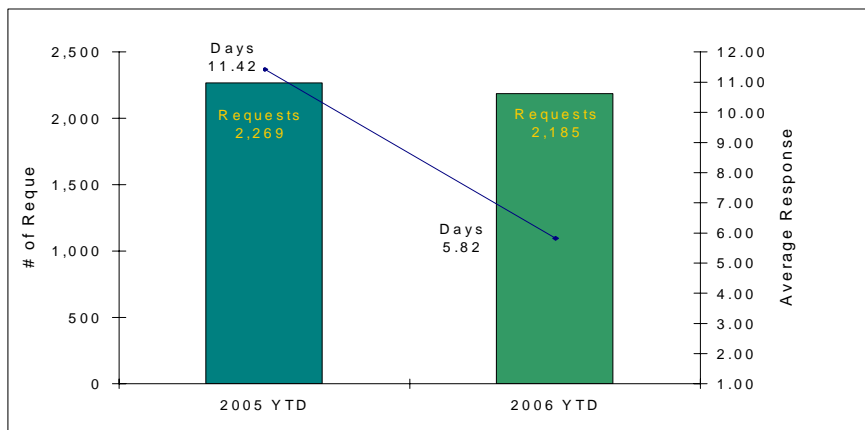
The Human Resource Division processed 691 applications from June 2005 to February 2006 to successfully hire 49 trooper cadet candidates for the May Arming Class. This is the largest class the WSP has had in nine years. Extraordinary efforts by agency recruiters, polygraphers, and background investigators as well as streamlined efficiencies enabled the agency to meet this challenge.

Qualitative or Quantitative Measurement

A goal for the Risk Management Division Public Disclosure Section has been to reduce the response time to requests for public records from the public. They realized their goal for the first quarter and will continue to emphasize this objective.

Improvements in response time can be attributed in part to technological advances and overall employee accountability, training, and supervisor support. This success is really an example of what happens with great teamwork.

Requests/Response Days Comparison - 1st Quarter



Significant Accomplishments

On April 1, 2006, the WSP implemented a new automated personnel and payroll system. Referred to as the Human Resources Management System (HRMS), the new software replaced the state's existing 30-year-old mainframe application. The software package designed by software giant SAP is used by many large corporations and governments. Once implemented and up to speed, HRMS will yield many benefits and efficiencies. These include paperless submission of employee timesheets, real-time leave balance data on employees, more detailed cost accounting, and integrated human resource and financial data.

Implementation of HRMS required an extensive revision of our agency's automated Time and Activity System (TAS) as well as our timekeeping business practices. These changes required extensive planning and effort going back over two years. The efforts have included conversion of extensive automated personnel and payroll databases; re-writing of computer applications and source codes; development of data interfaces with computers external to the agency; revision of business processes and procedures; testing of applications, systems, and procedures; writing operating instructions; and training of staff and end users.

The successful implementation of HRMS was the result of many, many hours of hard work by employees within the WSP—specifically, the hard work and efforts of Budget and Fiscal Services, most notably the Payroll Unit and Financial Systems Development Section, along with the Human Resource Division.



The ***Forensic Laboratory Services Bureau (FLSB)***

provides a wide range of forensic science services to all levels of law enforcement within the state of Washington. These services include crime scene assistance, analysis of physical evidence in support of ongoing investigations and criminal prosecutions, and expert witness testimony. The bureau is composed of the Crime Laboratory Division, which operates seven crime laboratories; the Toxicology Laboratory Division, which operates the State Toxicology Laboratory; and the Impaired Driving Section, which manages the Breath Alcohol Test Program and the Drug Evaluation and Classification Program.

Dr. Barry K. Logan
Bureau Director
Forensic Laboratory Services

Program Description

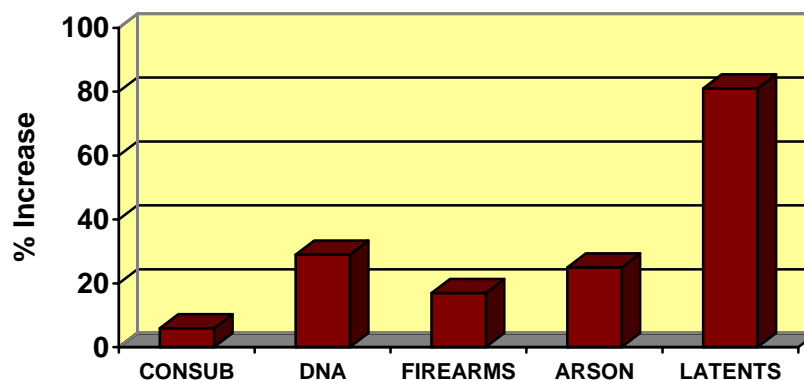
The Crime Laboratory Division provides a full range of analytical services designed to evaluate the physical evidence associated with crime. This scientific evaluation helps law enforcement reconstruct crimes, track and locate suspects, and prepare cases for prosecution. Without these services, many cases would be unsolvable, allowing the guilty party to go free. To get a sense of the demand for service, one should consider that the crime laboratories completed analyses in nearly 23,000 requests for service during 2005.

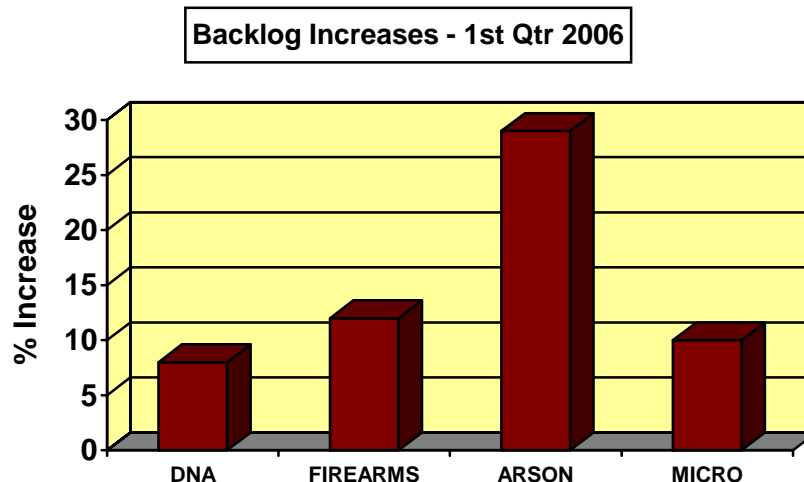
Qualitative or Quantitative Measurement

PRODUCTIVITY: Increases in case completion were seen during the first quarter of 2006 in the functional areas of controlled substance analysis, DNA analysis, firearm examination, fire debris (arson) analysis, and latent print examination.

While productivity increased in these functional areas, case backlogs continue to increase in DNA analysis, firearm examination, fire debris (arson) analysis, and microanalysis (trace evidence examination). As a result, additional staff will be requested in a decision package submitted to agency executives on May 1, 2006.

Productivity Increases - 1st Qtr 2006





Significant Accomplishments

ASCLD/LAB ACCREDITATION: The division's seven crime laboratories were re-accredited during this quarter. The laboratory accreditation program is carried out by the Laboratory Accreditation Board, an arm of the American Society of Crime Laboratory Directors. This critical program is specifically designed to help ensure that crime laboratories across the nation and abroad meet established quality standards for the delivery of forensic laboratory services. This is an important milestone for the division because it represents not only the continuing commitment of division staff to total quality, but also carries forward the legacy of accreditation first obtained by the division in 1983.

\$2,940,000 VANCOUVER PHASE II: The 2006 Legislature approved funding for Phase II construction of the Vancouver Crime Laboratory. This is a fundamental element of the division's overall plan to reduce case backlogs and case turnaround times. Completing Phase II will allow the division the increased capacity it needs to add more DNA scientists to the Vancouver facility. In addition, it will also provide laboratory space to add firearm examination and microanalysis (trace evidence analysis).



The ***Technical Services Bureau (TSB)*** provides many diverse services to the entire department, other law enforcement and government agencies, and members of the general public. The services include information technology; electronic and microwave system services; emergency communications; criminal history; comprehensive facilities management; purchasing and management of supplies; and management of the fleet of WSP pursuit and other vehicles.

**Les M. Young
Assistant Chief
Technical Services**

Program Description

The WSP communications centers have dispatcher work stations/radio consoles from the late 1980s. They were designed as a fixed piece of furniture with the concept of “one size fits all.” At that time, ergonomic considerations were not important. The old consoles were made with room for only one small computer-aided dispatch (CAD) monitor to accommodate the technology at that time. They were not adjustable and had none of the ergonomic features we realize we need today.

In 2001, after extensive product research, the WSP purchased the first ergonomic consoles for one of its centers—WSP Vancouver Communications. These were the first adjustable, ergonomic consoles ever in the State Patrol. They can properly accommodate multiple monitors (up to five) for today’s CAD with unit status, incident information, and incident location/mapping; computerized 911; and computerized radio controls. They allow for different-sized people from 4’ 11” to 6’ 2” and adjust for dispatching either in a sitting or standing position (to meet the 5th percentile seated female up to the 95th percentile standing male). The old consoles were responsible for discomfort, soreness, a high number of injuries, and low morale.

The new ergonomic console design is not just about improving morale. In a 24x7, 365-day-a-year operation where a dispatcher remains at the work station almost the entire shift (for 8, up to 12, hours), adjustable work stations are needed to provide comfort and to prevent soreness and injuries. In 2003, WSP Bellevue and Marysville Communications Centers were next to receive the consoles. Purchased via state contract from XYBIX Systems, Inc., in 2005 and 2006, the remaining five WSP Communications Centers (Bremerton, Spokane, Tacoma, Wenatchee, and Yakima) will receive the new ergonomic consoles as well.

Qualitative or Quantitative Measurement

Complete the project on time and on budget. The \$390,000 project received funding for installation to be completed by FY 07. Also the new ergonomic consoles are expected to significantly reduce certain injuries.

Significant Accomplishments

The new console installation project required an effective working partnership between numerous WSP organizations and the vendor. The WSP Communications Division, Electronic Services Division, Property Management Division, Information Technology Division, and XYBIX, Inc., all played key roles in the removal of the old and installation of the new consoles. The first new consoles were installed in Tacoma Communications on December 5, 2005. Since then, all other consoles have been installed except for Spokane, scheduled for May 15, 2006. To date, the project is within expenditures and is expected to be completed ahead of schedule and under budget.

A one-year data comparison revealed that 13 on-the-job injuries were sustained with the old consoles in place. After the new consoles were installed, only one employee sustained an on-the-job injury during the same length of time.

911 Calls Have a Downward Trend in Winter, Upward Trend Overall

